JUL 16 '96 15:30 FR DCM 7713   607 752 5434 TO 53250   P.01

Surfin' Service

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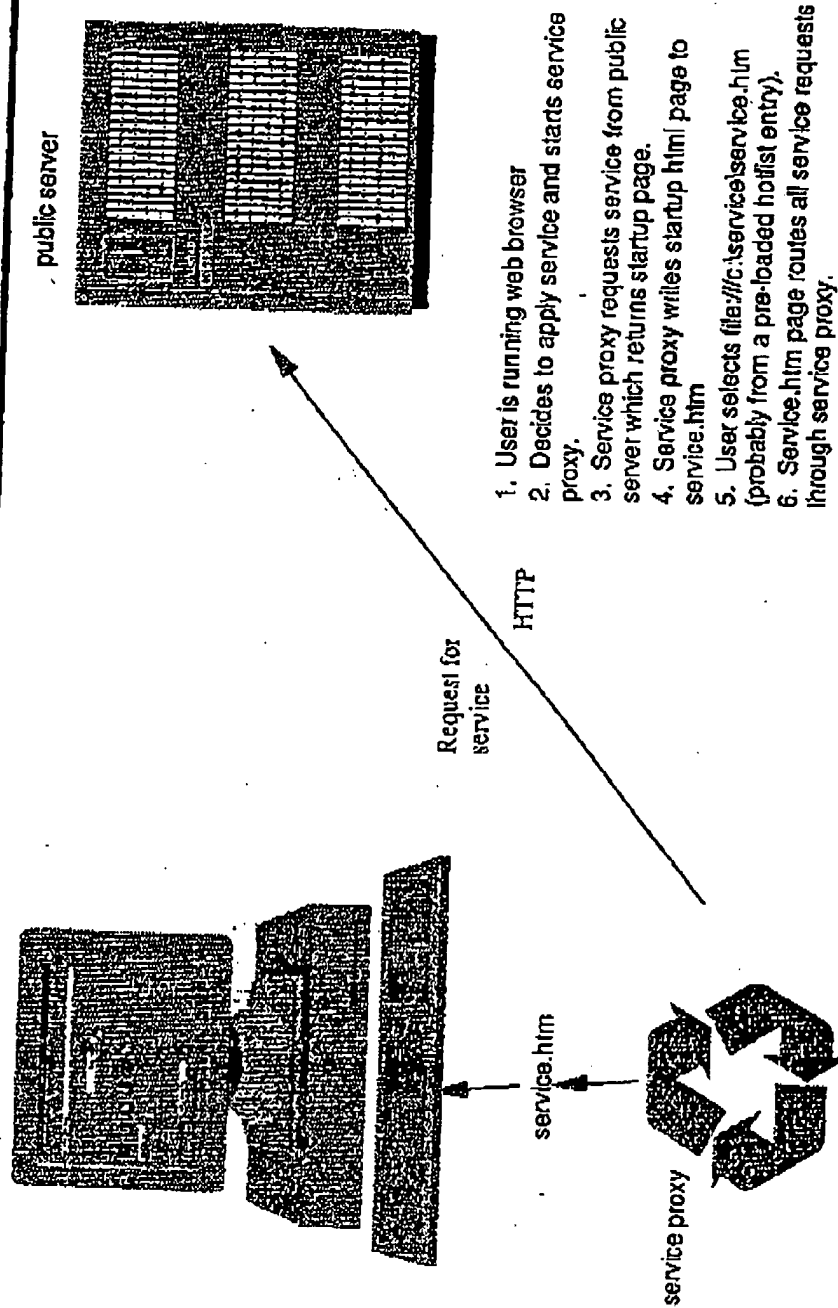steve_pritko@vnet.ibm.com

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To Art Samodovitz   From Gary Cole

Co.   Co.

Phone # X53225   Phone # X26155

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Proposal Stage 1

- Discuss the general flow of service application
- What components need to be written/defined
- Component/Machine Interaction
- Components assumed to be pluggable.
  - initial selection made for ease of prototype implementation
  - Plug in real/enhanced components anytime

Customer Service Request

public server

HTTP

Request for service

service.htm

service proxy

1. User is running web browser
2. Decides to apply service and starts service proxy.
3. Service proxy requests service from public server which returns startup page.
4. Service proxy writes startup html page to service.htm
5. User selects file://fc:\service\service.htm (probably from a pre-loaded hotlist entry).
6. Service.htm page routes all service requests through service proxy.
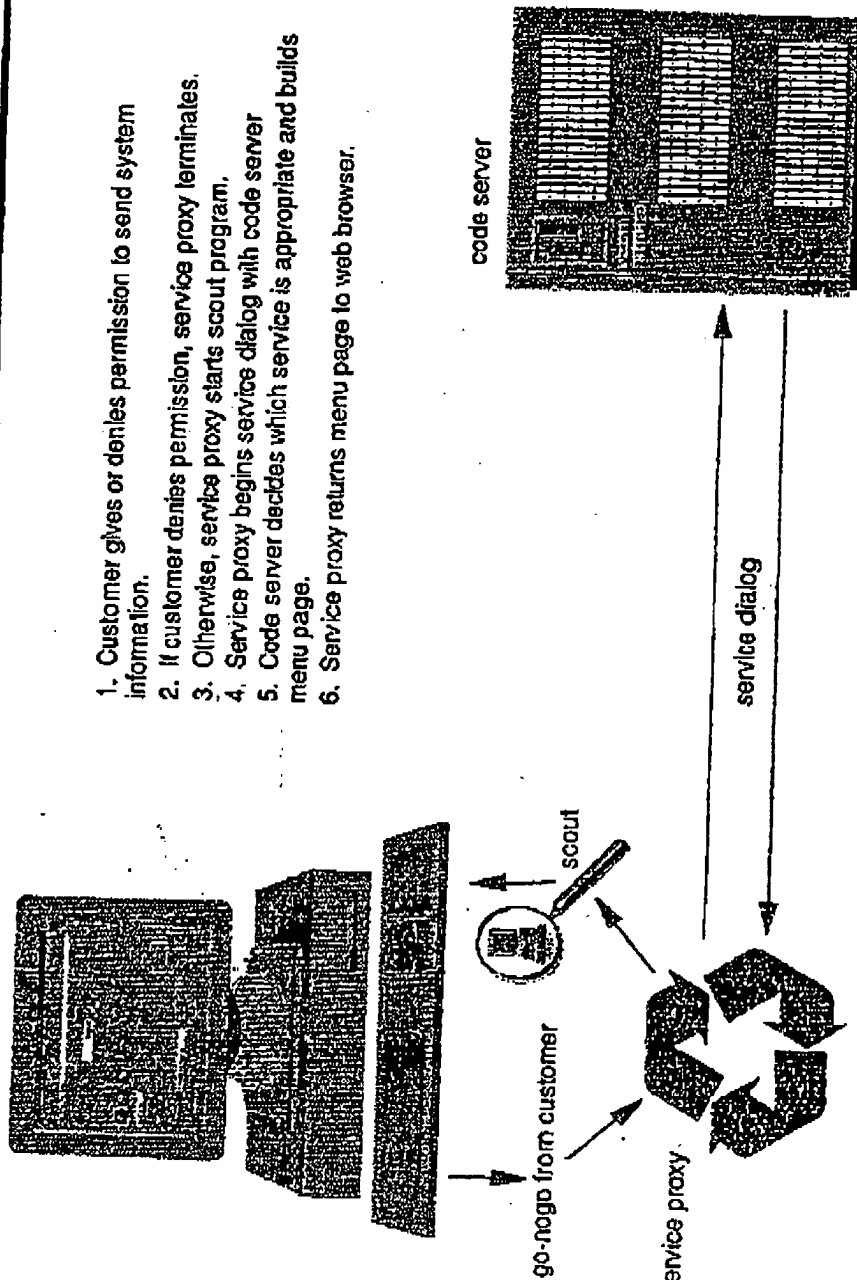
Customer Service Request

- HTTP protocol
  - no long connection maintained
  - handles graphics and text well
- potentially available to any machine with:
  - TCP/IP connectivity
  - a Web Browser
- service proxy
  - small and portable
  - forwards service requests from Web Browser
  - handles "service dialog" with code server

Customer Approval

1. Customer gives or denies permission to send system information.
2. If customer denies permission, service proxy terminates.
3. Otherwise, service proxy starts scout program.
4. Service proxy begins service dialog with code server
5. Code server decides which service is appropriate and builds menu page.
6. Service proxy returns menu page to web browser.

code server

service dialog

scout

go-nogo from customer

ervice proxy

JUL 16 '96 15:32 FR DCM ?713   607 752 5434 TO 53250   P.06

Customer Approval

- User is presented with a form that:
  - announces our intent to gather information about his machine
  - allows him to approve or disapprove
  - references in the form refer to the service proxy
- Service Proxy:
  - filters service requests to code server
  - handles local half of service dialog
  - communicates independently with code servers
  - monitors and controls local service application programs

Scouting the Target Machine

- service agent program can ship pre-loaded on the box, initially

- possible to auto-upgrade scout program just like any other program

- should be driven by data in file downloaded from public server with approval form
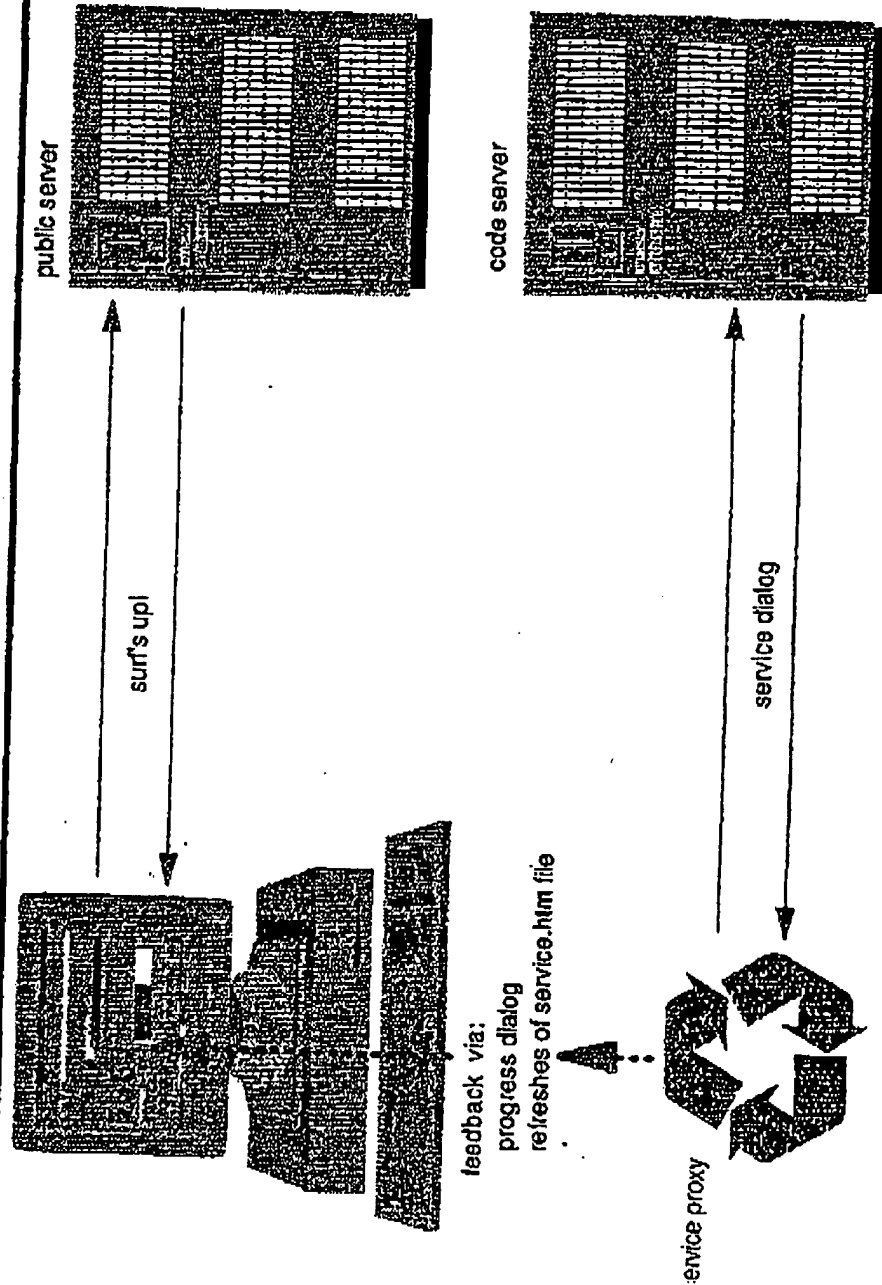
Returning Target Machine Data

- Service agent passes essential target machine characteristics to code server
- Code server builds appropriate menu, and returns it to service proxy
- User selects service
  - user is now free to surf
- Service request is routed through service proxy
- Code server and service proxy start service dialog to apply service

JUL 16 '96 15:33 FR DCM 7713   607 752 5434 TO 53258   P.09

Surfin' Service

public server

code server

surf's upl

service dialog

feedback via:
progress dialog
refreshes of service.htm file

service proxy

2 Different Dialogs

- Surfing dialog (public server)
  - makes service fun
  - no long waits! surfing is independent of service application
  - not especially secure
- Service dialog (code server)
  - single user service request triggers service dialog between code server and service proxy
  - security considerations more important

JUL 16 '96 15:34 FR DCM 7713   607 752 5434 TO 53250   P.11

Applying the Service

- User's require feedback
  - progress indicator
  - possible tailoring decisions
- Asynch feedback not well-supported in HTTP
- Service agent requires simple dialog capabilities
- Status and new service selections available to user by refreshing service.htm

Project characteristics?

■ soft requirements
  - open ended
  - likely to change
  - open to innovation

■ time to market critical
  - other companies moving in same direction
  - less benefit as an also-ran

■ useability and function are key
  - not very performance sensitive

JUL 16 '96 15:34 FR DCM 7713   607 752 5434 TO 53250   P.13

Application Components

- **server**
  - public server
  - code server
- **client**
  - service proxy
  - data scout
  - code installer

Proposal Specifics

OS2 based prototype

■ server
- public server goserve.exe
- code server goserve.exe

OS2 client

■ client
- data scout qsystem.exe
- TCP/IP support rxsock
- service proxy REXX
- code installer Software Installer
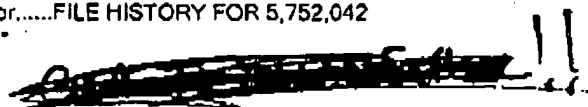
TO

Bethany
Fitzpatrick/Endicott/IBM
10/07/2004 04:31 PM
This document expires on
01/05/2005

To   Stephanie C Wilson/Arlington/IBM@IBMUS

cc

bcc

Subject   Another favor......FILE HISTORY FOR 5,752,042
"URGENT"

Stephanie,

We are crambling to locate the following reference by tomorrow. Would you be able to send someone over to the PTO to copy the following reference and then fax it to me?

"SURFIN" SERVICE TRANSPARENCY FOILS.

Thanks!
Beth

Bethany J. Fitzpatrick, IPLaw Analyst
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